

IATA Resolution 850m

LUFTHANSA GROUP AIRLINES AGENCY DEBIT MEMO POLICY

This document is valid for:

- ☒ Austrian Airlines
- ☒ Brussels Airlines
- ☐ Eurowings

- ☒ Lufthansa
- ☒ SWISS

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CONTENTS

1	Introduction	3
2	ADM Policy and Procedures	3
3	Attachment to Lufthansa Group airlines ADM Policies & Procedures	4

1 Introduction

Dear Travel Agent Partner,

This document shall provide you with an overview of Policies and Procedures applicable to ADMs (Agent Debit memos) issued for the Lufthansa Group airlines (LH/Lufthansa German Airlines, LX/Swiss International Airlines, OS/Austrian Airlines, SN/Brussels Airlines), in accordance with the IATA Resolution 850m (Passenger Agency Resolutions Manual).

ADMs will be issued in compliance with tariffs, rules, general conditions of carriage and other instructions provided by the Lufthansa Group airlines, IATA and Computer Reservation Systems (CRS).

ADMs are a legitimate accounting tool for use by all BSP/IATA Airlines and are used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by the Agent, such as fares, taxes, commission, refund, re-issue or similar.

ADMs may also be issued for adjustment of transactions concerning reservations, no-shows and for administration fees.

This ADM Policy – effective 1. March 2022 - supersedes any previous versions of individual ADM Policies of Lufthansa Group airlines (OS, SN, LH, LX).

2 ADM Policy and Procedures

- Wherever possible, Lufthansa Group airlines will provide ADMs through BSP link on a daily basis (or via ARC Memo-Manager for the US market). In general, a PDF-file will be attached to the ADM, where each individual position of the ADM is described in detail. It is recommended to store and use this document as reference for any further action, since it contains additional relevant information not shown in the BSP link/IATA own format.
- Any ADM position relates to a specific transaction. Lufthansa Group airlines ADMs may be issued for a maximum number of 99 individual positions (document numbers). For each position detailed information will be provided on the PDF-document in BSP link.
Exception: for the US market one ADM per ticket will be issued (no multiple-ticket ADMs).
- When more than one ADM is raised in relation to the same ticket, the reason for each adjustment will be specified.
- Lufthansa Group airlines will always provide on an ADM the name of a contact person (usually originator of the ADM) and/or department with phone number and/or E-Mail address on any ADM.

- An administration fee will be levied for every ADM, irrespective of the number of positions included in the ADM. This ADM-fee is part of the ADM. Kindly contact your local Lufthansa Group airlines counterpart for information regarding the amount charged in your country in local currency.
- Lufthansa Group airlines will raise ADMs only when the total value exceeds EUR 10.00 (for a single ADM). However, exceptions to this may apply, for example (not limited to) for correction of taxes, international surcharges or errors in application/deduction of commission.
- In general, ADMs are issued for ticket related transactions, including reservations transactions prior to ticket issuance as well as ticket usage.
- ADMs for Reservation Manipulations are created in accordance to IATA Resolution 830a. The respective Compensation Fee can be found in the attachment to this Policy (please see last page).
- Lufthansa Group airlines may issue ADMs also beyond the 9 month after last travel date stated in Reso 850m, provided the claim has not statute-barred, as this represents the most efficient procedure for both, Travel Agent and Airlines. In case of disagreement to an ADM, the Travel Agent can provide eventual rejection within 15 days through BSP link. The billing is then processed outside BSP through an invoice.
- Lufthansa Group airlines do accept the justified rejection (dispute) against an ADM in accordance with IATA-Resolution 850m. Disputes must always be processed through BSP-link within 15 days after ADM has been posted.
- In case of ADM dispute, the clarification takes place within a maximum of 30 days.
- In case of voluntarily closed Travel Agencies (e.g. subsidiaries), Lufthansa Group airlines will issue ADMs to the respective Head Offices or other Branch Offices, in case known to the Airline. Otherwise, an invoice will be sent to the closed Agency.
- Lufthansa Group airlines reserve the right to amend or change these ADM policies at any time. Agents will be informed in advance of any such changes.

3 Attachment to Lufthansa Group airlines ADM Policies & Procedures

For more detailed information regarding the circumstances under which an ADM can be issued and for an overview of fees and charges currently levied, please refer to the latest version of the “Lufthansa Group airlines Booking & Ticketing policy for Business Partners”, available at business.lufthansagroup.com